

# Products...As-Is...Business Line...Education

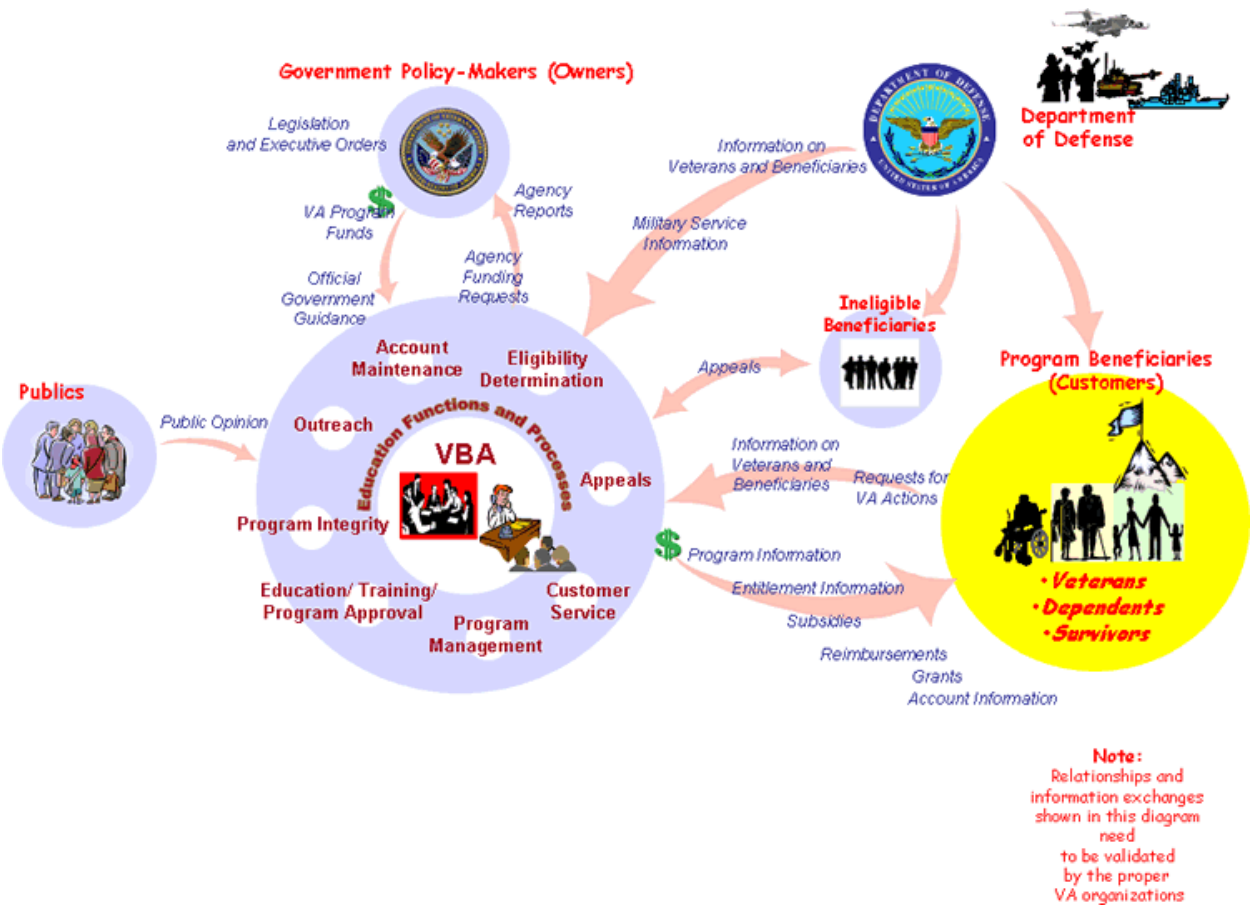
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# 1. Education

The major functions within this business line are the seven items denoted surrounding "VBA" (the agency responsible for carrying out these actions): Eligibility Determination, Appeals, Customer Service, Program Management, Program Integrity, Outreach, and Account Maintenance. This diagram shows the major stakeholders and some of the relationships between those stakeholders, the agency, and its denoted functions.

*Scroll down for descriptions of objects shown in this diagram. Clicking over a function name can directly bring up related process diagrams and activity descriptions.*



Links to Z11 (listed alphabetically)

Name

Description

Account Information	<p>Vocational Rehabilitation and Employment Services (Master Record)</p> <p>Specific information related to a veteran's account with a VA program, which is used to support the delivery of services to the veteran and management of the overall program. Information will include: name (identity) of the veteran (to link to personal data); contact address (for the purpose of contacting the veteran for Chapter 31 related benefits); case/account number; name (identity) of beneficiary; veteran contact history; eligibility determination information; and benefit information.</p>
Agency Funding Requests	Budget proposals and other forms of requests for funding that VA sends to Congress and other funding approval bodies.
Agency Reports	Standard and ad-hoc reports about VA operations that are prepared and submitted to external organizations and oversight groups.
Appeals	Formal requests for reconsideration of eligibility for benefits and services administered by the Department of Veterans Affairs.
Entitlement Information	Information relating to the applicant's entitlement. This information includes the number of months of original entitlement and the number of months of remaining entitlement.
Grants	Grant amounts given to program beneficiaries, service partners, and other entities outside the VA organization.
Information on Veterans and Beneficiaries	Demographic and personal information provided by veterans and other program beneficiaries that are part of VA's information resource.
Legislation and Executive Orders	Laws and Executive Orders that either define or limit the scope of VA activities, products and services.

Military Service Information	Information about a military person provided by the Department of Defense that are part of VA's information resource.
Official Government Guidance	Government circulars and other official guidance from external organizations that affect VA's operations.
Program Information	Information about programs administered or implemented by VA .
Public Opinion	Feedback from the general public regarding the operations of the VA or ideas about any of the products and services that VA provides.
Reimbursements	Reimbursement amounts given to program beneficiaries, service partners, and other entities outside the VA organization.
Requests for VA Actions	Information contained in requests for VA action coming from sources external to VA .
Subsidies	Financial subsidies given by VA to State governments and other program partners.
VA Program Funds	Monetary resource products from external sources for use in funding VA programs.

Links to Z12 (listed alphabetically)	
Name	Description
Account Maintenance	This function includes activities associated with account maintenance and payment of supplemental claims.
Appeals	This function includes activities associated with claimant appeals. Claimants have the right to appeal VA's decisions.
Customer Service	Education Service provides program and claim information to program participants as well as others

	seeking information about the various educational assistance programs
Education/Training Program Approval	Title 38, Chapter 36 requires that all training programs be approved programs of study before a beneficiary can receive benefits to attend the program. This training can take place at both accredited and non-accredited institutions as long as the program meets VA requirements.
Eligibility Determination	This function focuses on the receipt, evaluation, and first payment for all original claims.
Outreach	Title 38 requires VA to inform veterans, service personnel, reservists, dependents, and other eligible persons about the education benefits he/she may be eligible to receive. The Outreach program is designed to provide this information, as well as any changes to this information, through many different mediums.
Program Integrity	Program integrity is primarily the detection and prevention of fraud in claims processing. This function is responsible for reviewing internal controls to ensuring accountability against fraud.
Program Management	Planning, leading, organizing, and monitoring various educational programs.

Links to Z14 (listed alphabetically)	
Name	Description
Department of Defense	An executive department of the U.S. Government consisting of the Secretary of Defense and his office, the War Council, the Joint Chiefs of Staff, Joint Staff and joint agencies, as well as the Departments of the Army, the Navy, and the Air Force. It is headed by the Secretary of Defense.
Dependents	Qualifying dependents for VA benefit purposes who may be a veteran's spouse or child (natural child,

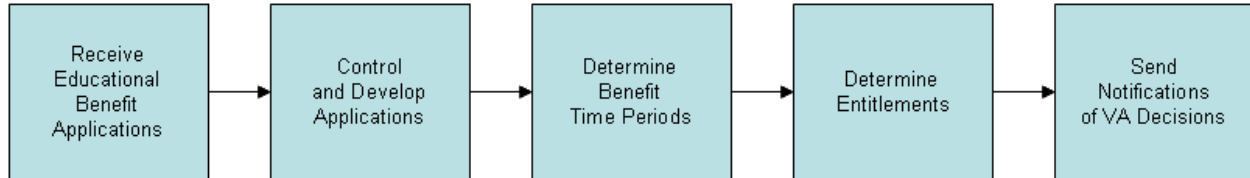
	adopted child, or stepchild). A veteran's mother or father may also be considered a dependent generally if there is financial need and he or she is otherwise entitled.
Government Policy Makers (Owners)	A category of VA stakeholders. Stakeholders falling under this category possess the authority to create and enforce major government policies and regulations that affect the Department of Veterans Affairs.
Ineligible Beneficiaries	Discharged military persons and members of their families who, for various reasons, are not entitled to certain VA benefits and services at a particular point in time.
Program Beneficiaries (Customers)	A category of VA stakeholders. This group of stakeholders is composed of people who are directly served by the VA.
Public	A category of V A stakeholders. Stakeholders falling under this category possess the power to elect people who hold public offices, the ability to pay government taxes, and assist government in other ways.
Survivors	Surviving spouse and children of a deceased veteran.
Veterans	A person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.
Veterans Benefits Administration (VBA)	The VBA is one of the three Administrations under the VA. VBA provides benefits and services to the veteran population through 58 VA regional offices. Some of the benefits and services provided by VBA

	to veterans and their dependents include compensation and pension, education, loan guaranty, and insurance.
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Links to Z22 (listed alphabetically)	
Name	Description
Account Maintenance	This function includes activities associated with account maintenance and payment of supplemental claims.
Appeals	This function includes activities associated with claimant appeals. Claimants have the right to appeal VA's decisions.
Customer Service	Education Service provides program and claim information to program participants as well as others seeking information about the various educational assistance programs
Education/Training Program Approval	Title 38, Chapter 36 requires that all training programs be approved programs of study before a beneficiary can receive benefits to attend the program. This training can take place at both accredited and non-accredited institutions as long as the program meets VA requirements.
Eligibility Determination	This function focuses on the receipt, evaluation, and first payment for all original claims.
Outreach	Title 38 requires VA to inform veterans, service personnel, reservists, dependents, and other eligible persons about the education benefits he/she may be eligible to receive. The Outreach program is designed to provide this information, as well as any changes to this information, through many different mediums.
Program Integrity	Program integrity is primarily the detection and prevention of fraud in claims processing. This function is responsible for reviewing internal controls to ensuring accountability against fraud.

Program Management	Planning, leading, organizing, and monitoring various educational programs.
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## 1.1. Eligibility Determination



Links to Z22 (listed alphabetically)	
Name	Description
Control and Develop Applications	Place claims under control and acquire additional information required to make educational benefit eligibility analyses.
Determine Benefit Time Periods	Review delimiting dates and determine if applicants qualify for educational benefits based on the indicated periods.
Determine Entitlements	Review eligibility criteria. Match application data with program eligibility criteria and determine the proper level of educational benefit entitlements. Determine the full time payment rate (basic rate plus kickers and buy-up.)
Receive Educational Benefit Applications	Receive and record educational benefit applications.
Send Notifications of VA Decisions	Formally inform veterans of VA approval or disapproval of educational benefit applications. Notices of favorable action will include the Certificate of Eligibility and the initial payment.

## 1.2. Appeals





Links to Z22 (listed alphabetically)	
Name	Description
Certify Appeals	Identify and certify education benefit-appeal cases.
Clarify Appeal Issues	Develop a definitive statement of the appeal case and specific issues involved.
Perform Remand	Create request for additional information from Education Service.
Receive Notices of Disagreement from Claimants	Receive and record information contained in Notices of Disagreements received from claimants.
Resolve Appeal Issues	Decide the appeal case and formally notify the claimant about the results.

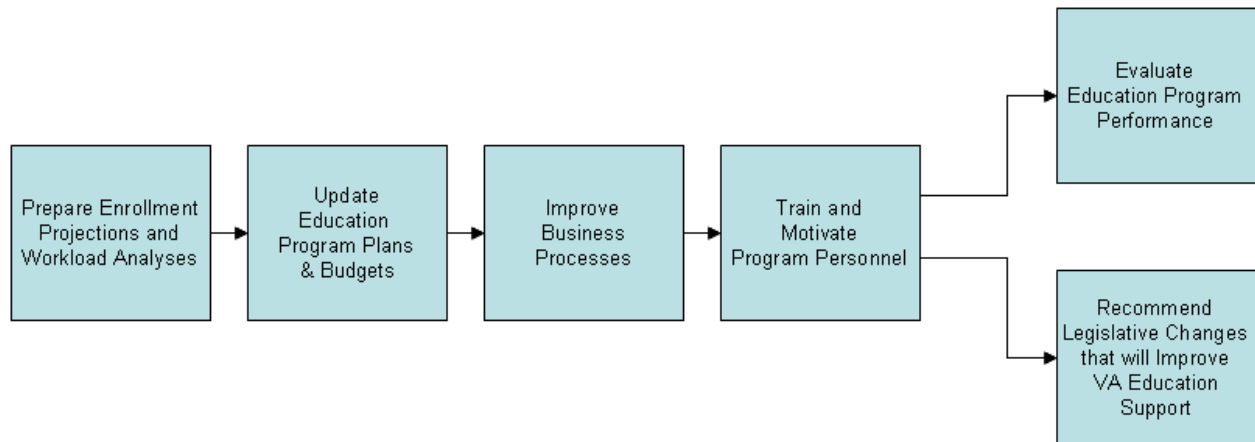
### 1.3. Customer Service



Links to Z22 (listed alphabetically)
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Name	Description
Assist Claimants in Developing their Claims	Provide advice on the required information on claims submissions, as well as the proper submission procedure.
Provide for Communication with Education Services Personnel	Open up a variety of venues by which the public can send requests, complaints, and inquiries related to VA education programs.
Provide Requested Information	Research and provide feedback on eligibility inquiries, as well as status information on payments, requests, and appeals.

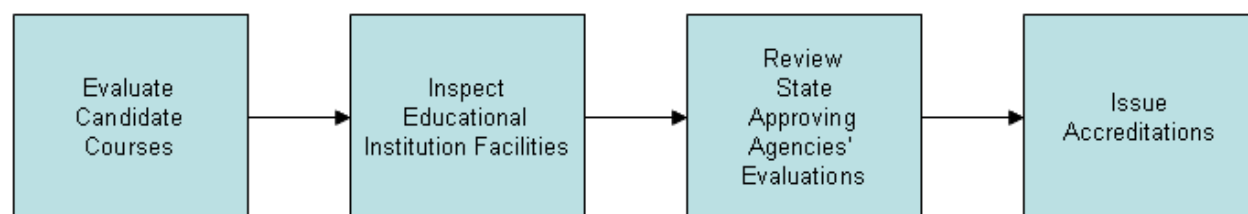
## 1.4. Program Management



Links to Z22 (listed alphabetically)	
Name	Description
Evaluate Education Program Performance	Establish performance standards and evaluate program operations with the use of these standards. Perform quality checks via case reviews.
Improve Business Processes	Find ways to improve the efficiency and economy of Education support services. Implement improved procedures.

Prepare Enrollment Projections and Workload Analyses	Analyze trends in demand for educational support services.
Recommend Legislative Changes	Lead efforts to institute legislative changes that will tend to improve the affectivity of VA education programs. Recommend new legislation, or amendments to existing ones.
Train and Motivate Program Personnel	Implement employee training and development programs, and institute motivational incentives.
Update Education Program Plans & Budgets	Develop plans and budgets based on projected growth in accounts and program support requirements.

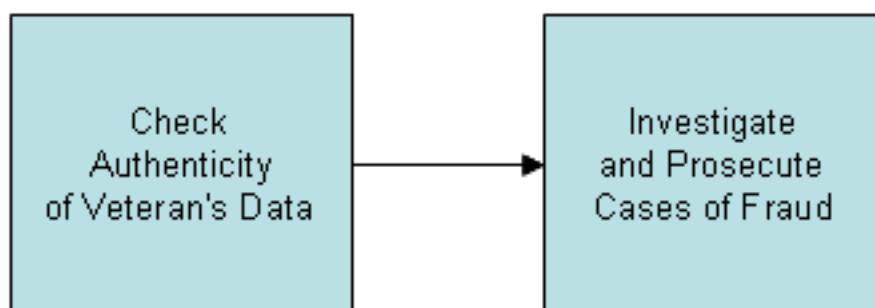
### 1.5. Education/Training Program Approval



Links to Z22 (listed alphabetically)	
Name	Description
Evaluate Candidate Courses	Receive applications for accreditation, and evaluate their study programs as well as the quality of courses offered by applicants.
Inspect Educational Institution Facilities	Perform site visits to verify program information and ensure that educational facilities meet federal requirements.
Issue Accreditations	Formalize accreditations and send notices to training institutions.

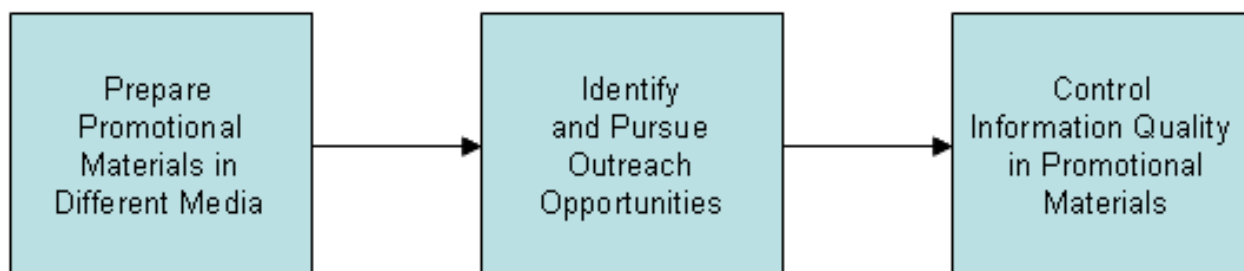
Review State Approving Agencies' Evaluations	VBA reviews the decision of State Approving Agencies (SAA) that conducted preliminary eligibility analyses.
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## 1.6. Program Integrity



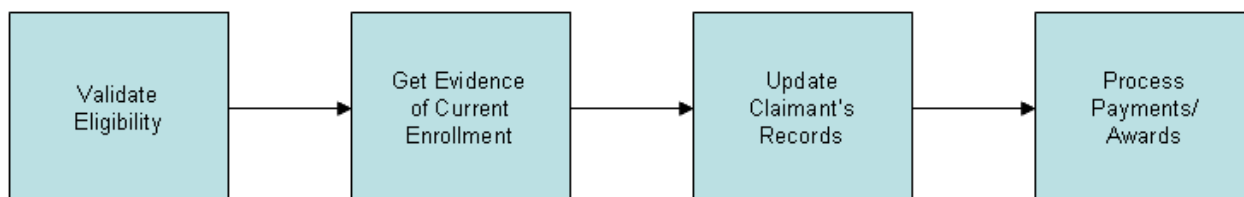
Links to Z22 (listed alphabetically)	
Name	Description
Check Authenticity of Veteran's Data	Conducts a crosscheck with other programs and agencies (i.e. DOD) to verify/validate data submitted by applicants
Investigate and Prosecute Cases of Fraud	VA must institute safeguards to minimize the opportunity for fraud. Detect and investigate fraudulent cases.

## 1.7. Outreach



Links to Z22 (listed alphabetically)	
Name	Description
Control Information Quality in Promotional Materials	Update promotional information as changes occur. Verify accuracy of contents of all materials.
Identify and Pursue Outreach Opportunities	Contact VA-approved training institutions and send the latest information on educational programs. Arrange for veterans briefings at various military discharge points.
Prepare Promotional Materials in Different Media	Develop promotional materials and reproduce them for distribution during outreach events. Produce pamphlets, letters, briefing materials, as well as content materials for VA websites.

## 1.8. Account Maintenance



Links to Z22 (listed alphabetically)	
Name	Description

Get Evidence of Current Enrollment	Review and validate claimant's monthly certification submissions. Get certificates of enrollment from schools.
Process Payments/ Awards	Process direct payment to schools, as well as direct awards and reimbursements to claimants
Update Claimant's Records	Post information on changes in school enrollment. Post changes in claimants' personal, demographic, and bank account data.
Validate Eligibility	Review claimants' actual eligibility-related data in relation to program eligibility requirements